OnQ 2x10 KSU/PBX
Telephone System

P/N 364565-01

User's Guide

P/N 1307724 Rev. A

OnQ Technologies

For information regarding any of the products discussed in this user's guide, contact your local OnQ product installer or distributor.

All products sold by OnQ carry a standard 12 month warranty from date of purchase.

OnQ or its suppliers are not responsible for damage to property or injury sustained by the improper use or installation of products presented in this guide.

FCC Part 68 Registration

Your 2x10 KSU/PBX Telephone System is registered under Part 68 of the FCC rules. On the bottom of the unit is a label that contains the FCC registration number and ringer equivalence number (REN) for this equipment. If requested, this information must be provided to the telephone company.

The REN is used to determine the quantity of devices, which may be connected to the telephone line. Excessive RENs on the telephone line may result in the devices not ringing in response to an incoming call. In most, but not all areas, the sum of the RENs should not exceed five (5.0). Because of the OnQ Phone System's design, this is not normally a concern. You can contact your local telephone company to determine the maximum REN in your calling area if such *esoterica* is of interest to you.

This equipment connects to the telephone network via the following standard network interface jack: USOC RJ-45. This equipment is designed to be connected to the telephone network or premises wiring using a compatible modular jack that is Part 68 compliant. This equipment cannot be used on Telephone Company provided Coin Telephone Service. The 2x10 KSU/PBX Telephone System is not designed to operate on Party Line Service

If this equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. If advance notice is not practical, the telephone company will notify you as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the operation of the equipment. If they do, you will be given advance notice so that you can make any modifications necessary to maintain uninterrupted service.

If trouble is experienced with this equipment, please contact OnQ Technologies' Customer Service at 800-321-2343 for repair and warranty information.

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INSTALLER/HOMEOWNER CHECKLIST

KSU/PBX serial number _____

Firmware Revision # _____

Hardware Revision # _____

In-coming line #1 number _____

In-coming line #2 number _____

In-coming line #3 number _____

In-coming line #4 number _____

Roll-over service activated? ____Yes ____No

Second line disabled for single line service? ____Yes ____No

Caller ID service activated? ____Yes ____No

Time set? ____Yes ____No

OGMs programmed? ____Yes ____No

Extension zone #10 phone location _____

Extension zone #11 phone location _____

Extension #10 and #11 remain usable in the event of power loss

Fax line #3 ____, #4____, ext. #____ detection on? ____Yes ____No

Dial modem on extension #____, ____, ____

Door phone ext. on #18A____, #18B____, #19A____, #19B____

Direct outward dial enabled on ext. #____, #____, #____, #____,

Mode – Day Answering Machine____ / Day Voicemail ____

Auto switch____ / Manual Day ____ / Manual Night ____

Voice mail access code set? ____Yes ____No # 8 __ __

PRODUCT DIAGRAM

1. Zone Connections	2. Line In Connection	3. Power Connection
4. Zone LED	5. Line LED	6. Power LED
7. DSP LED	8. Music On Hold Connection	9. Mounting Tabs
10. Mounting Plunger & Grommet		

The drawing above shows the individual components of the OnQ 2x10 KSU/PBX. All extension zone connections and the line in connection are standard RJ-45 jacks.

SYSTEM SETUP (for complete info, consult the Product User Manual)

Initial programming that **must be done** includes setting the time, programming the outgoing messages and disabling the second incoming line (only if it is a single line service).

To **set the time: Press *20 D HH MM**. (D is the day of the week,
Sunday = 0, Monday = 1, Tuesday = 2, etc.), (HH is the hour, using a 24 hour clock, 6AM = 06, 6PM = 18), (MM is the minutes).

To **record** an outgoing message **(OGM):** From any extension **Press 53 xx** (xx is the OGM number, see below) and listen for the beep to start recording. When you have completed recording your message, press #. Your message will be played back to you.
You can always **review** a recorded message later by: Pressing **52 xx**
(where xx is the OGM number you want to review).

OGM-01 is the answering machine style (default) day-mode message, which will play after your phones ring four times and no one answers. (Example: *"Thanks for calling the Wilson's. No one is available to help you right now. For info on our party this weekend press 5. To leave a message press 4."*)

OGM-02 is the voicemail style day-mode message that plays (if you are in that mode) prior to any phones ringing, that allows outside callers to dial a specific extension. (Example: *"Thanks for calling the Wilson's. For Mary dial 11. For Bob's home office dial 12. To leave a message dial 4. For info on our party this weekend dial 5."*)

OGM-03 is the unattended style night-mode message that plays (if you are
in that mode or have switched to that mode) that allows night time outside callers to leave a message without disturbing anyone. (Example: *"No one is available to answer your call right now. Please leave a message after the tone and we will get back to you. If this is an emergency, dial 12."*)

OGM-05 and 06 are information box messages that you can direct outside callers to as part of your other OGMs. (Example: *"Our party this weekend is on Saturday from 5:00 to 9:00 PM. Please bring a hot dish."*)

If you have a single incoming line you will need to **disable** support for the **second line:** From any extension Press **#212**. (To **re-enable**: Press ***212**)

PLACING CALLS (for complete info, consult the Product User Manual)

To **call another extension:**
Press the extension number (**10-19**).

To **transfer** an **in-process call** to another extension:
Press **Flash and the extension number**. If the extension does not pick up after four rings you will hear a busy tone. Pressing Flash again takes you back to the original incoming call. If they want to leave a voice message for that extension, Press **Flash 5 xx** (xx is the extension number).

To **ring all on-hook phones:** Press **6**.

To **ring all on hook phones while on a call:** Press **Flash 6**.

To **call an outside number:**
The default is to Press **9** for an outside line, and dial the outside number.
If Direct Outward Access has been programmed for that extension, just dial the outside number.

To **program Direct Outward Access** on a particular extension:
From that extension, press ***11**. When an extension is in Direct Outward Access mode, you must Press **Flash** to gain access to any internal programming functions.

To **remove Direct Outward Access** on a particular extension:
From that extension, press **Flash #11**.

To manually **select either Line #1 or Line #2** for outward dialing,
Press **81** to select Line #1 and dial the number, or
Press **82** to select Line #2 and dial the number.
If a line is not manually selected, the telephone system will automatically select an available line. If you only have one incoming line, you should have disabled the second line as shown on page 2.

To bring another extension into an existing outside call **(3-way):**
Press **Flash, dial the extension and press Flash again**.

ANSWERING CALLS (for complete info, consult the Product User Manual)

To **answer an incoming call:** simply pick up any ringing phone.

To **answer** an incoming **call** that is **ringing on another extension:**
pick up any phone and Press **7**.

To go to the other call as part of a **Call Waiting** operation: Press **Flash 2**. Call Waiting is a service from your phone company that you must purchase separately. It is used to alert you (with a click in your earpiece) to the fact that another call is incoming while you are on an existing call.

To place an incoming call on **hold:** Press **Flash.**
To **return from hold:** Press **Flash** again.

To **park a call** for pick up at another extension: Press **Flash 4**.
To **pick up a parked call:** pick up any phone and Press **4**.

To **transfer an in-process call** to another extension:
Press **Flash and the extension number**. If the extension does not pick up after four rings you will hear a busy tone. Pressing **Flash** again takes you back to the original incoming call.
To **forward an in-process call to a personal voicemail box:**
Press **Flash 5 xx** (xx = the extension number you are forwarding to).

To place an extension in **do not disturb mode:** pick up the extension and
Press ***12**. To **remove do not disturb mode** from an extension: pick up the extension and Press **#12**.

To **forward all calls to another number:** Press ***141xxxxxxxxxxxxxxx#** (xx's are outside number you are transferring the call to). This feature requires that you have two incoming lines in service.
To **remove call forwarding:** Press **#141**
To **handle a call that was forwarded** to your external phone:
After the prompt, press **1** to talk, or press **#** or **hang up** to send to voice mail.

To bring another extension into an existing outside call **(3-way):**
Press **Flash, dial the extension and press Flash again**

VOICEMAIL OPERATIONS (for complete information, consult the Product User Manual)

There are 10 personal voicemail boxes (one for each extension zone) and one shared voicemail box in the system.

When someone leaves you a voicemail in either your personal or the shared voicemail box, and you pick up any handset on the system you will hear a stuttered dial tone.

You can select to hear all messages or just the new messages received since the last time voicemail messages were checked.

To hear just **new shared messages:** press **50 0**.
To hear **all shared messages:** press **50 1**.

To hear just **new personal messages:** press **5, extension number, 0**.
To hear **all personal messages:** press **5, extension number, 1**.

While you are **listening** to your messages you can:

Press **1** to skip the message that is currently playing
Press **2** to repeat the message that is currently playing
Press **3** to delete the message that is currently playing
Press **0** to delete all the messages that just played

To **create a PIN number** for remote access to voicemail messages, press ***8 xx** (xx = numbers between 00-99). System default PIN is 888.

To **retrieve your voicemail remotely:** Dial your home phone number, and while the outgoing message is playing,
Press your **PIN** number and **50 0** (new) or **50 1** (all) for the shared mailbox
or
Press your **PIN** number and **5, extension number, 0** (new) **or 1** (all) for personal mailbox messages
The shared and private mailboxes must be reached remotely with separate calls.

ADVANCED FEATURE PROGRAMMING

To restore OnQ 2x10 KSU/PBX to factory defaults:
Press *28 (recorded OGMs will be retained).

To enable automatic switching between Day and Night mode:
Press *243
To set the time to begin and end auto-switched Night mode:
Press *242 hh mm HH MM (hh mm = begin time for Night mode and HH MM = end time for Night mode).

To manually select Night mode:
Press *245.

To manually select Day mode (default):
Press *244.
To set Day mode to answering machine style (default):
Press *240.
To set Day mode to voicemail style:
Press *241.

To set first alarm to ring daily:
Press *13 10 HH MM.
To set first alarm to ring one time:
Press *1311 HH MM.
To cancel first alarm:
Press *131.

To set second alarm to ring daily:
Press *13 20 HH MM.
To set second alarm to ring one time:
Press *1321 HH MM.
To cancel second alarm:
Press *132.

ADVANCED FEATURE PROGRAMMING continued (for complete info, consult the Product User Manual)

To put an extension in **fax mode:** Press ***32 xx** (xx = the extension number).

To **enable** automatic **fax detection** for your fax extensions: Press ***231**.
To **disable** automatic **fax detection** for your fax extensions: Press **#231**.

To put an extension in **dial modem mode:** Press ***33 xx** (xx = the extension number).

To put extension 18 or 19 in **door phone mode:** Press ***31 xx** (xx is either extension **18** or **19**).

To activate an **electronic door strike** at the OnQ door phone (sold separately**:** Press **Flash ***. The OnQ door phone provides the signal to the OnQ Door Strike Controller (also sold separately) which trips a relay to activate an electronic door strike (not sold by OnQ)

To **remove fax, modem , or door phone mode** from an extension:
Press ***30 xx** (xx = the extension number).

To manually set extensions in the **ring table:**
Press ***29 xx xx xx** (xx = extensions you want in ring table).

To **enable Music On Hold:** Press ***271**. This requires that a continuously playing music source is attached to the RCA jack on the front of the OnQ 2x10 KSU/PBX.
To **disable Music On Hold**: Press ***272**

To **enable** incoming **Caller ID** information passing: Press ***221**
To **disable** incoming **Caller ID** information passing: Press **#221**

How to Reach Us

Toll Free Number: (800) 321-2343
Option 1: Technical Support

OnQ Website: www.onqtech.com

OnQ Technologies
301 Fulling Mill Rd. Suite G
Middletown, PA 17057